

**IN THE CLAIMS**

For the convenience of the Examiner, all pending claims of the present Application are presented below whether or not an amendment has been made. Please amend the claims as follows:

1. **(Currently Amended)** A method for processing the returns of merchandise purchased through the World Wide Web comprising:

identifying a user;

gathering transaction history data associated with the identified user from a computerized database;

displaying the transaction history associated with the identified user to the user on a computerized system, **the transaction history identifying a listing of merchandise associated with the user;** and

initiating a returns process in response to a selection, by the user, of **a transaction displayed an item of merchandise within the listing of merchandise** in the transaction history, the selection comprising input into the computerized system.

2. **(Original)** The method of Claim 1 further comprising retrieving a preference profile for the identified user.

3. **(Currently Amended)** The method of Claim 2 further comprising crediting a user account indicated in the user preference profile based upon the **transaction item** selected.

4. **(Currently Amended)** The method of Claim 1 further comprising notifying a retailer associated with the **transaction item** selected by the user.

5. **(Currently Amended)** The method of Claim 4 further comprising providing the retailer with the transaction information and user information associated with the **transaction item** selected by the user.

6. **(Original)** The method of Claim 1 further comprising generating a return shipping label for the merchandise to be returned.

7. **(Original)** The method of Claim 1 further comprising notifying a shipping provider of a merchandise return to be picked up.

8. **(Original)** The method of Claim 1 further comprising auctioning the merchandise selected for return by the user.

9. **(Original)** The method of Claim 1 further comprising communicating between a client system and a server system via the Internet.

10. **(Withdrawn)** A method for processing the local return of remotely purchased merchandise comprising:

displaying, on a client system, a transaction listing containing transactions associated with a user;

the transaction listing including at least one individual transaction indicative of merchandise purchased by the user from a retailer; and

initiating a returns process in response to selection of at least one individual transaction by the user.

11. **(Withdrawn)** The method of Claim 10 further comprising:

identifying the user; and

retrieving transaction information associated with the identified user.

12. **(Withdrawn)** The method of Claim 10 further comprising:

transmitting an identifier to a server system; and

retrieving a user preference profile previously stored for the user identified by the identifier.

13.     **(Withdrawn)** The method of Claim 12 further comprising:  
completing the returns process based upon settings in the user preference profile.
14.     **(Withdrawn)** The method of Claim 10 further comprising:  
notifying the retailer of the merchandise to be returned; and  
providing transaction information associated with the merchandise return the  
retailer.
15.     **(Withdrawn)** The method of Claim 10 further comprising:  
notifying a shipping agent of a merchandise return package to be shipped; and  
generating a shipping label for the merchandise return package.
16.     **(Withdrawn)** The method of Claim 12 further comprising issuing a credit  
to a user account indicated in the user preference profile.
17.     **(Withdrawn)** A system for processing merchandise returns comprising:  
a server communicatively coupled to a network;  
the server operable to receive single-action requests from the network;  
at least one transaction database communicatively coupled to the server;  
at least one customer database communicatively coupled to the server;  
a program of instructions executable by the server; and  
the program of instructions operable to access a client identifier included in the  
return request, identify a customer in the customer database based upon the client  
identifier and create at least one transaction listing from transactions included in the  
transaction database associated with the identified customer.

18. **(Withdrawn)** The system of Claim 17 further comprising:  
at least one client communicatively coupled to the network;  
at least one display operably coupled to the client;  
the display operable to display the transaction listing created by the server; and  
the client operable to transmit a single-action return request to the network in response to selection of at least one transaction displayed in the transaction listing.

19. **(Withdrawn)** The system of Claim 17 further comprising the program of instructions operable to initiate a returns process in response to selection of at least one transaction from the transaction listing.

20. **(Withdrawn)** The system of Claim 19 further comprising the program of instructions operable to retrieve a preference profile for the identified user and complete the returns process based upon settings included in the preference profile.

21. **(Withdrawn)** A method for processing the returns of merchandise comprising:

storing transaction history data associated with a user in a computerized database, the transaction history data comprising information about one or more purchase transactions associated with the user;

displaying the transaction history data associated with the user to the user on a computerized system; and

initiating a returns process in response to a selection, by the user, of a transaction displayed in the transaction history, the selection comprising input by the user into the computerized system.

22. **(Withdrawn)** The method of Claim 21 further comprising retrieving a preference profile for the user.

23. **(Withdrawn)** The method of Claim 22 further comprising crediting a user account indicated in the user preference profile based upon the transaction selected.

24. **(Withdrawn)** The method of Claim 21 further comprising notifying a retailer associated with the transaction selected by the user.

25. **(Withdrawn)** The method of Claim 24 further comprising providing the retailer with the transaction information and user information associated with the transaction selected by the user.

26. **(Withdrawn)** The method of Claim 21 further comprising generating a return shipping label for the merchandise to be returned.

27. **(Withdrawn)** The method of Claim 21 further comprising notifying a shipping provider of a merchandise return to be picked up.

28. **(Withdrawn)** The method of Claim 21 further comprising auctioning the merchandise selected for return by the user.

29. **(Withdrawn)** The method of Claim 21 further comprising communicating between a client system and a server system via the Internet.

30. **(Withdrawn)** The method of Claim 21 further comprising identifying the user using a login process.

31. **(Withdrawn)** The method of Claim 30 further comprising requesting transaction history data from a retailer on a real-time basis upon identifying the user using the login process.

32. **(Withdrawn)** The method of Claim 21 further comprising receiving transaction history data from a retailer on a periodic basis.

33. **(Withdrawn)** The method of Claim 21 further comprising providing the user with a return shipping label for use by the user to return an item associated with the selection.

34. **(Withdrawn)** A method for processing the returns of merchandise comprising:

identifying a user using a computerized login process;

storing transaction history data associated with the identified user in a computerized database, the transaction history data comprising information about one or more purchase transactions associated with the identified user;

displaying the transaction history data associated with the identified user to the user on a computerized system;

initiating a returns process in response to a selection, by the user, of a transaction displayed in the transaction history, the selection comprising input by the user into the computerized system;

notifying a retailer associated with the transaction selected by the user that the returns process has been initiated, and

crediting a user account indicated in a user preference profile based upon the transaction selected by the user.

35. **(New)** The method of Claim 2, further comprising completing the returns process based upon settings in the user preference profile.

36. **(New)** The method of Claim 2, wherein the user preference profile comprises a name associated with the user, credit information associated with the user, and shipping information associated with the user.

37. **(New)** The method of Claim 1, wherein identifying the user comprises identifying the user using a login process.

38. **(New)** The method of Claim 37, further comprising requesting transaction history data from a retailer on a real-time basis upon identifying the user using the login process.

39. **(New)** The method of Claim 1, further comprising receiving transaction history data from a retailer on a periodic basis.

40. **(New)** The method of Claim 1, wherein the listing of merchandise in the transaction history is indicative of merchandise purchased by the user from an e-tailer.

41. **(New)** The method of Claim 1, wherein identifying the user comprises receiving a client system identifier in a message from the user.

42. **(New)** The method of Claim 1, wherein initiating the return process comprises validating the item of merchandise selected to authorize the return of the item of merchandise.

43. **(New)** The method of Claim 1, wherein initiating the return process comprises comparing information associated with the selection of the item of merchandise to at least one return rule of a retailer associated with the transaction.

44. **(New)** The method of Claim 1, wherein initiating the return process comprises determining if the selected item of merchandise is perishable.

45. **(New)** The method of Claim 1, wherein initiating the return process comprises using the computerized system associated with the user to generate a return shipping label to be used to return the selected item.